

[00:00:00] This material is made available to you by or on behalf of the University of Melbourne. Under Section 113P of the Copyright Act 1968, it may be subject to copyright. For more information, visit the University Copyright website.

[00:00:19] Hello, I'm Professor Richard James. I'm one of the Deputy Vice chancellors of the University of Melbourne. My colleague is Jo Ligouris. Jo is the Executive Director of Student and Scholarly Services. We're sad that you can't be with us in Melbourne at the moment. Jo and I sincerely hope that you and your family and friends are safe and well and that you continue to be safe and well. We know that it's a time of uncertainty for you and your families. We certainly look forward to having you on campus here as soon as we can. In this video, Jo and I will try to address some of your concerns and to help you facilitate a smooth transition to campus. Jo is going to explain the support grants that are available to you and to answer some of the questions you have around these grants. There's much detail to what we're going to say today. So Jo and I will be referring to our notes. We would also urge you to read very carefully the written information that we send to you by e-mail, because this will be the most up to date information on what the university is offering to support you. We've received hundreds of questions from you. Thank you for sending them to us. We won't be able to answer all of them today, but we'll do our best to answer specific questions along the way. I'd like to start with a reminder that the University of Melbourne is following the advice of the Department of Health and Human Services. We do so because the welfare of the entire university community is foremost in our minds. At present the travel restrictions into Australia are in place until Saturday the 7th of March. These may change of course over time. Students who returned from mainland China are presently expected to complete a 14 day isolation period before returning to campus. But again, we stress that these arrangements may change. I'll now invite Jo to explain some of the precise detail around the study support grants that we have. Thank you, Jo.

[00:02:24] Thanks, Richard. The university is pleased to offer a grant package of up to seven thousand five hundred dollars for all commencing and returning undergraduate and graduate enrolled students who have incurred unexpected costs as a result of the travel restrictions relating to COVID19. We will contact each affected student by your email account with further information about how to access the support grants and provide you with individualised support and care during the week of second of March 2020. We know you have many questions in relation to this whole package, and so we'll try to answer some of those questions here. In terms of who is eligible for the grants. Essentially, students who have been impacted by the COVID19 travel restrictions to Australia, which were instituted on the 1st of February 2020, and to be eligible students who have incurred unexpected costs as a result of these travel restrictions and who are either enrolled in subjects or have been granted leave of absence or a deferral. Many students have asked, what does the grant cover? The grant covers genuine, unexpected expenses students may have incurred in relation to the travel restrictions. Some of the items that will be covered include accommodation costs, temporary or loss of permanent accommodation fees associated with the change of flight costs. Additional costs associated with temporary self isolation. Essential upgrades to the hardware or software to facilitate flexible learning study materials relating to subjects where students have now deferred additional visa costs and travel insurance cover where that's been incurred and other incidentals resulting in financial impact such as storage costs and additional costs relating to an extension of course duration that may have been incurred. We've been asked for the specific items under each of the categories I mentioned will be eligible for funding. At this stage, it is difficult to provide a definitive answer of all eligible items until we understand the kind of

costs incurred that are considered reasonable and that have been incurred as a result of the travel restrictions. This may be different depending on each student's circumstance. The important point tonight is that each application will be assessed on a case by case basis. Another question we've received is how to apply for the grant and how it is assessed. A simple application has been developed that will allow students to provide minimal amounts of information for a decision to be made. For example, we will require copies of receipts that can be sent to us electronically as part of the application process. We will not require you to translate receipts into English, we will provide this translation service in-house. Applications will be assessed on a weekly basis with outcomes provided within around five to seven working days. Please do not feel you have to rush to get your application in immediately. Payments will be made to your Australian bank account, usually within a week or two. If students do not have an Australian bank account, we will need to work with individual students to determine what other arrangements may be possible.

[00:05:56] Thank you, Jo. As you can see, Jo has had to cover a wide range of detail here, and I'd like to again emphasise that you must read carefully the written communication that we will send you by email because it will have the most up to date information with regard to how we're supporting you. We've received a number of questions from you about your study and about how you can catch up once you arrive in Australia. I'd like to illustrate some of the questions that we've received and to offer you some very broad answers. I must say it's very difficult to offer answers to some of these questions because the answers will depend on your course and your year level. But let me try. So firstly, some commencing students are worried about how they will be oriented to the university because they've missed orientation week and missed the Melbourne commencement ceremonies. We're very sorry that you've missed the first week of orientation at the University of Melbourne. But let me assure you that when you arrive on campus, we will welcome you and you will be offered an orientation to your programs that will help you get up to speed. Other people have asked how can I catch up on tutorials and other forms of learning beyond the online support that we're offering. Please try not to worry too much about this. We are aiming to offer you as much support as we can so that you can study in the Melbourne environment. There are some things that we can't offer you through our online support. We know that and you know that. But we will do our best to catch you up once you arrive on campus. Other students have asked questions about making friends and connections on campus and being part of the community and the skills associated with face to face learning. Once again, we acknowledge and respect those questions and concerns that you have. We're hoping that we will be able to establish online ways for you to mix with other students and communicate with students and your teachers. But again, when you get on campus, we're sure that you will be able to join or rejoin the Melbourne community very quickly. An area of concern for many students is their academic progress and their marks, particularly grades around participation in class. So I can stress to you that for the courses or the subjects where there are participation expectations, we will not expect you to meet those requirements. So please be reassured that in your circumstances we will fully take into account the fact that you can't participate in a normal way in your lectures and tutorials and other classes. An important question that's been asked of us is whether or not semester one subjects will be made available in semester two. For students who are unable to arrive in Melbourne during semester one. So firstly, let me say again that we can't predict what will happen with the travel restrictions. But if it is the case that students are unable to be in Melbourne until semester 2, we will do our best to put in place catch up arrangements. Now the arrangements will differ from course to course. So I can't give you a specific answer to this question, but the sorts of things that we're preparing for are offering online opportunities for catch up during semester two some

face to face opportunities and some intensive study programs where possible and appropriate. You will appreciate that we may not be able to offer full catch up on semester one subjects for all students, but we will be doing our best to help as many students as we can. I'd also like to mention the forms of academic support that are part of the university's overall support package to help you study while you're at a distance. Again, these forms of support will differ according to your course and your year level. We are offering in some cases online study opportunities for credit. We're also offering online support that might be useful to you with regard to, for example, careers and employability. And we're also providing access to mentors. There's a wide range of things we're doing to assist you to be part of the University of Melbourne community and to progress and your study and you're learning with us. I'd like to make a specific reference to the students who are in Hubei Province. We're very conscious of the travel restrictions within China. For those of you who are in Hubei. And my understanding is that they at present prevent you from travelling until the 10th of March. The university is watching very closely these travel restrictions to see whether or not they will be lifted. We are communicating directly with all students in Hubei individually to speak with you about your study options and how you can make a safe and timely transition to Melbourne.

[00:11:37] Thanks, Richard. In closing, I want to remind you that we will contact each affected student by your email accounts in the week commencing the second of March, which is next week. Our course, planning team is also available to work with affected students to schedule individual course plans. Please also check the LMS site for each of the subjects you are enrolled in for further details as well. We've also extended the tuition fee payment date until the 13th of March. And we, of course, look forward to welcoming you all back on campus as soon as possible.

[00:12:15] Thank you, Jo. And thank you all for watching the video. Let me again offer the best wishes of Jo and myself to you and your families and friends and the best wishes to the whole university community here. We're sad that you're not with us. And we hope to see you on campus in Melbourne soon. Thank you.